Absent Child Policy

We understand that children may be absent from nursery from time to time and this can be for various reasons including holiday, family commitments and illnesses. For us to maintain accurate records, we ask the following procedures to be followed. This is to ensure that we continue to work and maintain high standards of communication with our families and can safeguard the children that attend the nursery.

Procedures

If your child is unable to attend their session, we ask you phone, email, or use Famly to let us know why they are not attending on the morning. It is the parents'/carers' responsibility to contact the setting. If we do not hear from you within two hours of when your child should have arrived then Little Nestlings will attempt to contact you, and will continue to attempt to contact until successful.

Children taking Holiday or other Family Circumstances:

When your child is absent from the nursery due to a planned holiday, we ask for you to notify the nursery in advance. If this is not possible then we ask for you to notify the nursery at your earliest convenience for example on the morning if it's a last-minute day off.

Please note: We do not offer a holiday discount; you will be charged as normal.

Children who are absent due to Illness:

When a child is absent due to illness, we ask that you notify the nursery at your earliest convenience via telephone, email, or Famly on each day of their absence. Some childhood illnesses are reportable to external agencies such as DfE and Ofsted, therefore notification is important to ensure the reporting requirement is met. There may also be other action required as the result of any notifications such as deep cleaning of areas that may be contaminated.

Please note: We do not offer a discount to nursery fees for absences due to illness.

If we do not have an explanation of absence, we will attempt to contact you that day. If we fail to make contact with you within 48 hours, this may result in us contacting external teams. (This is in accordance with the Children's Act 2004.)

Our daily digital registers allow us to keep track of absences and to easily be able to identify any patterns of absences. Monitoring of these records will take place regularly, and action will be taken where necessary.

Swapping days:

Due to the high fixed costs involved in operating the nursery, we must charge for a full session, even if you decide to collect your child early, or if your child cannot attend a session. This also applies to requests to 'swap' missed sessions onto other days. We will always endeavour to fit you in for extra sessions where we can to help, and as always try to be as flexible as possible.

This policy was reviewed in	Signed on behalf of the nursery	Date for next review
September 2026	*Elizabeth Ross-Whittall*	*September 2027*